

**TOWN OF ARLINGTON
RFI No. 12-48
December 6, 2012
REQUEST FOR INFORMATION**

GENERAL CONDITIONS, REQUIREMENTS AND NOTICE TO PROPOSERS

**PROPOSAL FOR
ON-LINE DEBIT & CREDIT PAYMENT CAPABILITIES**

TOWN OF ARLINGTON, MA

REQUEST FOR INFORMATION

The Town of Arlington, Massachusetts (the Town) is seeking formal information on online checking, debit and credit card payments. The selected firm or institution is expected to render and/or provide these services for a period of three (3) years.

Responses are due on **January 29, 2013** in the Town Managers Office/Purchasing Dept., 730 Mass Avenue, Arlington, MA 02476. The Town reserves the right to reject all responses and enact a non-award condition. RFI specifications and required forms can be requested at the Purchasing Department, 730 Massachusetts Ave., Arlington, MA 02476 or can be viewed and downloaded on the Town website www.arlingtonma.gov/purchasing. The opening of the responses is not public. Responses must be submitted in a separately sealed envelope, so marked; this envelope will contain separate envelopes for a pricing response and a technical response. The pricing and technical responses will require 4 hard copies and an electronic copy, CD-Read-Only or USB Flash drive. No reference to pricing fees in the technical response will be accepted. Failure to adhere to this stipulation will cause the response to be removed from consideration.

An interview may be conducted with any respondent during the evaluation of the responses. Respondent(s) are expected to be available during this time period for interviews to be held at Robbins Memorial Town Hall, Town of Arlington.

Adam W. Chapdelaine
Town Manager

December 6, 2012

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Section I

Introduction

The Town of Arlington, Massachusetts (the Town) is seeking formal information on online checking, debit and credit card payments. The selected firm or institution is expected to render and/or provide these services for a period of three (3) years.

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An interview may be conducted with any respondent during the evaluation of the responses. Respondent(s) are expected to be available during this time period for interviews to be held at Robbins Memorial Town Hall, Town of Arlington.

Section II

Key Dates for the Response

- | | |
|-----------------------|--|
| 12/06/2012 | RFI Issued |
| 12/17/2012 | Questions relative to the RFI are due by 4:00 P.M. |
| 1/07/2012 | Town of Arlington responses due to all responders |
| 1/29/2013 | Responses due to Director of Purchasing by 2:00 P.M. |
| 1/29/2013 | Responses opened by Director of Purchasing |
| 2/25/2013-
3/08/13 | Interviews may be scheduled |
| 3/29/13 | Notification of Intent to Award or not Award |
| 7/01/13 | Service Date commences within ninety (90) days from date of award. |

Section III

The Response Requirements General Information

Proposal Rules

This proposal request is solicited to the general public and contract will be awarded to the selected proposer pursuant to the rules set forth in Chapter 30B of the Massachusetts General Laws, and subject to approval by TOWN OF ARLINGTON.

Certification of Non-Collusion and Tax Attestation Form

All proposers wishing to submit proposals must sign the attached form, which incorporates both an attestation clause regarding a certificate of non-collusion. The signed form must be submitted with the technical proposal package.

Corrections

Erasures or other changes in the proposal must be explained or noted over the signature of the respondent.

Conflict of Interest

The proposer agrees that to the extent that such law is applicable to the duties it is to perform hereunder, it will comply with the provisions of the General Laws concerning conflict of interest. The proposer covenants that it presently has no interest and shall not require any interest, direct or indirect, which would conflict in any manner or degree with the performance under the agreement.

No employee of the TOWN OF ARLINGTON and no public official who exercises any function or responsibilities in the review or approval of the undertaking or carrying out of this agreement shall participate in any decision relating to this agreement which affects their personal interest or the interest of any corporation, partnership, or association in which they are directly or indirectly interested or have any financial interest, direct or indirect in this agreement or the proceeds thereof.

Signature

All proposals shall be complete, factual, and signed by an authorized individual of the proposer's company on the appropriate page(s).

Ability and Experience

The TOWN OF ARLINGTON will not award a contract to any proposer who cannot furnish satisfactory evidence of their ability and experience.

The TOWN OF ARLINGTON may make such investigations as it deems necessary to determine the above and a proposer shall furnish information requested in this regard and shall furnish it under oath if required.

Contract for Services

The contract(s) for services may be negotiated by the chosen proposer(s) and the TOWN OF ARLINGTON.

Waiver

The TOWN OF ARLINGTON reserves the right to reject any and all proposals, or to waive any informality in the proposal process, if deemed in the TOWN OF ARLINGTON's best interest.

1. Sealed proposals for the Town of Arlington's On-Line Debit and Credit Card Payment RFI capabilities must received in the Arlington Town Hall, Purchasing Office- 2nd floor Town Hall Annex, on or before January 29, 2013, 2 P.M. at which time all proposals will be received. No proposals will be accepted after the time and date specified.

The Proposer must submit their Technical Proposal and Price Proposal in separate sealed envelopes bearing on the outside the name and address of the Proposer, Proposal Number and addressed to the Director of Purchasing, Arlington Town Hall. The Technical Proposal must be properly filled out, signed, sealed and endorsed:

"On-Line Debit and Credit Card Payment capabilities -Technical Proposal".

The Price Proposal must be properly filled out, signed, sealed and endorsed:

On-Line Debit and Credit Card Payment capabilities -Price Proposal".

Telephone responses and faxed replies will not be accepted. No responsibility shall be attached to any person or persons for the premature openings of proposals not properly marked.

2. Proposals that are incomplete, not properly endorsed, or signed, or which are otherwise contrary to these instructions may be rejected as non-responsive by the On-line Debit and Credit Card Review Committee.
3. The Proposer will be bound by all applicable statutory provisions of law of the Federal Government, State of Massachusetts and of the TOWN OF ARLINGTON. Certificates of all required insurance's will be required prior to executing a contract, if requested by TOWN OF ARLINGTON.
4. **All submitted proposals and associated price quotes must be guaranteed to the TOWN OF ARLINGTON for the term of any awarded contract. If a contract is to be awarded as a result of this RFI it is expected that the contract will be awarded within thirty (30) days from date of proposal opening.**
5. Purchases made by the TOWN OF ARLINGTON are exempt from the payment of Federal Excise Taxes and State Sales Tax; any such taxes must not be included in the quoted price.
6. The TOWN OF ARLINGTON reserves the right to reject any proposals, or to waive any informality in the proposal process, if deemed in the TOWN OF ARLINGTON's best interest.
7. The Proposer will not be permitted to either assign or underlet the contract nor assign either legally or equitably, any monies hereunder, or its claim thereto, without the previous written consent of the Adam W. Chapdelaine, Town Manager of the TOWN OF ARLINGTON.

8. Prices and performance times quoted must be firm. Shipping and handling of any kind must be quoted F.O.B. destination.
9. When submitting a proposal, the Proposer shall submit one signed original and three (3) copies each of the technical and price proposals, as well as a CD or USB Flash drive, it shall constitute part of any awarded contract.
10. Before submitting a proposal, each Proposer must make a careful study of the specifications contained in this Request for Information document and fully assure themselves as to the quality, quantity and type of services that the TOWN OF ARLINGTON is seeking to have performed.
11. The proposal for this work must cover all contingencies, including all labor and materials, printing, postage, etc., necessary for the performance of the services required by the TOWN OF ARLINGTON.
12. If proposers have any questions to ask about specifications or terms of this Request for Information, they must be received by December 17, 2012, 4:00 P.M. Questions need to be addressed to Domenic Lanzillotti, Purchasing Officer; questions can be emailed to dlanzillotti@town.arlington.ma.us. Answers will be in the form of an addendum. Responses to these questions will be provided to all respondents. No further consideration will be given after the proposal opening. A proposer may correct, modify or withdraw a proposal by written notice received by Domenic Lanzillotti, Purchasing Officer prior to the time and date set for receiving of all proposals.
13. The contract agreement will be in the form customarily employed by the TOWN OF ARLINGTON.
14. The specifications as detailed under the section entitled PROPOSAL SPECIFICATIONS will constitute part of the contract.
15. Insurance: Within thirty days after contract award, all insurance policies must be in place and remain in effect for the term of the contract. Subcontractors must meet all insurance requirements also. All required insurance shall be written with such companies qualified to do business in Massachusetts and shall be in accordance with the general laws of the State of Massachusetts. The vendor must maintain a policy of leading comprehensive public and commercial general liability and owner's protective liability under which the vendor is named as insured and under which the insurer agrees to provide coverage in the minimum amounts set forth below. Workers Compensation coverage must be maintained for all of the vendor's employee's as required by Massachusetts general law. The minimum amounts of such General Liability insurance shall be not less than One Million Dollars (\$1,000,000) per occurrence/combined single limit and shall be not less than Two Million Dollars (\$2,000,000) in the aggregate per location. If at any time during the contract the vendor fails to provide insurance as established above, this shall be considered a breach of contract and grounds for the termination of the contract. By accepting the contract, the vendor agrees to indemnify, pay on behalf of, defend and hold harmless the TOWN OF ARLINGTON from and against any and all claims, demands, suits, actions, costs, judgments, whatsoever, including reasonable attorney's fees, which may be imposed upon, incurred by, or asserted against the TOWN OF ARLINGTON by reason of (a) any failure on the part of the vendor to comply with any provision or term required to be performed or complied with by the vendor under this contract, or (b) for the death, injury or property damage suffered by any person on account of or based upon the act, omission, fault, negligence or misconduct of any person whomsoever other than the TOWN OF ARLINGTON. The foregoing indemnity and hold harmless agreement shall include indemnity against all costs, expenses and liabilities incurred in or in connection with any such claim or proceeding brought hereon, and the defense thereof with counsel acceptable to the TOWN OF ARLINGTON or counsel selected by an insurance company which has accepted liability for any such claim. The vendor shall furnish the TOWN

OF ARLINGTON with certificates of insurance as proof of the above, if requested, before any work/service is to commence.

Section IV

Required Technical Services

Introduction

The Town of Arlington is seeking an electronic payments processing service that can accept the various kinds of electronic payments transactions outlined in this document, originated from a number of the town's departments, typically in an online/real-time fashion from their several Web sites.

The types of payment transactions that can be originated by the town can be broadly categorized into two types. The first essentially requires a turnkey solution whereby the payments processor receives a request for a payment from one of the town's Web pages and the payments processor takes care of all of the details associated with the transaction.

The second type of transaction is originated by one of the town's proprietary payments systems and is sent to the payment processor via an interface of their choosing but one which is typically a Web service that employs a service request protocol such as SOAP.

Please note that all sentences in bold print are a requirement.

BSM Development Memorandum

Turnkey Payment Requirements

The turnkey payments model will typically be employed by town departments that originate simple transactions for fees, licenses or donations. Examples might include: the yearly fee for a beach pass; the cost of a dog license; or a monetary donation to the town's food or fuel assistance programs.

- In some cases, the transaction amount will be fixed by the type of transaction, although it will likely change on a yearly basis.
- Transactions could vary such as when a donation is made to a food bank.
- Transactions may also not have a fixed fee based on size, weight, type of permit issued
- Easiest way for the payment processor to handle all of these varied types of turnkey transactions is to allow the Town to pass the payment amount to the Payment Processor electronically.
- **Payment Processor should have pre-built turnkey solutions that can be applied to the Towns various payments.**
- **Payment Processor must allow the completion of a turnkey transaction to more than just a single page. In all likelihood, each of the web pages that use one of the turnkey transaction solutions will require different completion pages.**
- Branding capability needs to be possible with the turnkey solution so that the Web site user experiences continuity.
- SSL must be used for the duration of the transaction, preferably additional 256bit encryption should be used.
- Expectation is that turnkey transactions will be credit or debit card but would also allow for support of Towns proprietary payment system that currently supports electronic check and ACH payments(electronically/programmatically).
- **The successful respondent must provide the capability of bill payment transactions (ACH transactions) initiated from the bill-payer / tax-payer e-payment program (Customer account website) from their banking institution.**

Proprietary Payment Requirements

The Town has at least one proprietary system that allows real-time payments to be made from the Web. In order to support this system and possibly others, the Town needs the payments processor to provide a method whereby the information necessary to complete a payment can be collected by the Town and sent, along with the payment amount and the requisite credentials to a service which will process the payment transaction.

- **Payment Processor must implement Web services that employ Soap or Ajax encapsulation. (If some other protocol is used, Including homegrown, the Town will need to evaluate the difficulty of utilizing the protocol before a decision is made.).**
- **Both ACH and credit/debit card payments must be accepted for payment if the transactions sent by the Town's proprietary system.**
- **Payment Processor must decide whether a single service interface will suffice for both ACH and credit/debit card transactions or whether a pair of interfaces must be used.**
- Preferred method for credential validation is a challenge/respond mechanism that employs a unique nonce, generated by the Payment Processors Web service, hashed with the Town's secret key and returned with the payment request.
- **Error responses that give real status information in the event of an error are required. Our experience is that enough errors occur on a regular basis that good error diagnostics are essential.**
- Town is prepared to deal with deferred transactions and late night transaction resolution if it can lead to less rollbacks.
- **Test mode must be available from Payments Processor that allows test payment transactions to be submitted on a regular or as needed basis.**
- **The Town accepts payment transactions through its proprietary system during a broad window of time. The Payment Processors system must be available 22x7 minimally.**
- **Reports must include tracking information such as, payment type, account number, batch number and sequence number.**
- **Transaction protocols must be wrapped by SSL and a minimum standard of 256-bit encryption considered.**
- **Information that is transmitted to the Payment Processor, for the purposes of completing the payment, is considered to be the Town's property and not that of the Payment Processor.**

Bank Payments

- Please provide description of how funds is deposited

Payment Reports

- Emailed status
- Web based lookup
 - List of Standard Reports
 - Sample copies of Standard Reports
 - Sample of Reconciliation reports

Respondent's Network Structure

1. Internet and Telecommunication Access –
 - a. Telecommunication and Data access with Responders Staff and Respondent's systems.
 - i. Respondent to provide individual telephone numbers and group telephone numbers for all Respondents employees supporting Town of Arlington
 - ii. Respondent will provide all alternative methods of telecommunication access for its staff and systems.
 - iii. Respondent will detail any data requirements to Town for data access or integration
 - b. Staff changes and deletions
 - i. Identification of all management levels assigned to support the Town of Arlington to include phone number, email id and physical location of all Respondent management personnel, their back-ups and any designated sub-contractors
 1. Operations
 2. Invoices / Analysis
 3. Technology Services
 4. Customer Services
 - ii. Respondent will describe method and schedule of notification changes to Respondents organization
 - c. Customer Service
 - i. Respondent will provide detailed description of their customer service operation and internal procedures
 - ii. Respondent will state their committed response times to customer inquiries
 - iii. Respondent will show their current staffing levels and the impact the Town of Arlington will have on their staffing requirements
 - iv. Designate Single Point of Contact (SPOC) and key customer service management personnel.
 - v. Respondent will provide sequence and method of contacting service department for
 1. Phone
 2. Fax
 3. Email
 4. WEB/Internet
 - d. Operations Process
 - i. Level of Authority required for designated Town of Arlington personnel to initiate request support, changes to service or escalations
 - e. Operations Continuity - Disaster Recovery: Respondent will describe their current and future disaster prevention and recovery plans. Respondent will state their expected restoral time.
 - i. Data and Telecommunications Operation
 1. Main Site (s)
 - a. Servers
 - b. Network Access
 - c. Application and software back-up
 - d. Power
 - e. Data Information back-up

2. Alternate site
 - a. Servers
 - b. Network Access
 - c. Application and software back-up
 - d. Power
 - e. Data Information back-up

TO BE RETURNED WITH THE TECHNICAL PROPOSAL

PROPOSAL To the TOWN OF ARLINGTON herein called the Owner, acting through its On-Line Debit and Credit Card Review Committee, for the purchase of On-Line Payment capabilities, as required by the On-Line Debit and Credit Card Review Committee of the TOWN OF ARLINGTON.

Proposers' attention is called to Chapter 30B of the Massachusetts General Laws. In connection with this statute, Proposer is required to submit the following information and any other information deemed necessary by the Proposer. All of the following information regarding the Proposer must be completed:

Please indicate business type by placing an X next to the appropriate category:

Corporation

Partnership

Proprietorship

If a Corporation

Full Legal Name _____

State of Incorporation _____

If a Partnership

Full Legal Name _____

If a Proprietorship

Name of Owner or d/b/a _____

Principal Place of Business _____

Place of Business in Massachusetts _____

Business Mailing Address _____

Telephone Number: _____ Ext. _____

Licensed to do business in Massachusetts YES NO

Give full names and titles of all the persons and parties interested in the foregoing proposals. (Note: give first and last names in full; in cases of corporations, give names of President, Treasurer and Manager; and in cases of partnerships give names of the individual partners.)

Name _____

Title _____

A foreign corporation is required to submit its' certification of corporation from the State Secretary's Office, as required by the Massachusetts General Laws.

TO BE RETURNED WITH THE TECHNICAL PROPOSAL

Proposal –On-Line Debit and Credit Card Payment capabilities.

If this proposal shall be accepted by the TOWN OF ARLINGTON, and the undersigned shall fail to contract as aforesaid within ten (10) days after notice of intent to award contract (not including Saturdays, Sundays or Legal Holidays) from the TOWN OF ARLINGTON to him, according to the address given herewith, that the contract is ready for signature, The TOWN OF ARLINGTON may by option determine that the Proposer has abandoned the contract and thereupon the TOWN OF ARLINGTON has the option to award the contract to another proposer.

I/we certify under the penalties of perjury that to the best of my/our knowledge and belief, I/we have filed all state tax returns and paid all state taxes required under law.

The undersigned certifies under penalties of perjury that this proposal is made in good faith and is in all respect's bona fide, fair and made without collusion or fraud with any other person. As used in this section the word "person" shall mean any natural person, joint venture, partnership, corporation or other business or legal entity. The undersigned certifies that no official or employee of the TOWN OF ARLINGTON is pecuniary interested in this proposal or in the contract which the Proposer agrees to execute or in expected profits to arise therefrom.

The undersigned as Proposer declares that the only parties interested in this proposal as principals are named herein; that the Proposer has carefully examined the specifications therein referred to; and they propose and agree that if this proposal is accepted they will contract with the Owner in accordance with the specifications, to provide all necessary work to be done and also furnish all the materials specified in the manner and time prescribed and according to the requirements as set forth; and that they will take in full payment the sum(s) as offered in this proposal.

Social Security Number or
Federal Identification Number

Type Name of Person Signing Proposal

Date _____

Signature _____

Title _____

Company Name _____

Street Address _____

TOWN OF ARLINGTON- Location.

INTERVIEW

Responders may be required to appear for an interview, if so requested, with the On-Line Debit and Credit Card Review Committee, before any award is made. The purpose of the interview would be to review the Proposers' background and capabilities to perform the services. Failure to comply with this request may result in the REJECTION of the proposal.

TERMINATION CLAUSE

If at any time the TOWN OF ARLINGTON determines that the services of the Proposer are no longer needed, for any reason; then the TOWN OF ARLINGTON will have the option to terminate the awarded contract upon thirty (30) days' written notice to the selected responder.

If at any time the selected vendor fails to fulfill or comply with any of the requirements of this awarded proposal, such as shoddy workmanship, improper procedures, supplying sub-standard, improperly trained employees, not adhering to the stated response times, or in any way failing to carryout/perform the necessary duties as stated, etc., the TOWN OF ARLINGTON, at its option, can terminate this contract upon thirty (30) days written notice to the selected vendor.

On the average, the TOWN OF ARLINGTON generates the following volumes annually:

BILL	VOLUME ANNUALLY	WHEN
Excise Tax	34,000	Monthly
Real Estate Tax	60,000	February, May, August, November
Personal Property Tax	1,000	February, May, August, November
Water/Sewer - Monthly	29,000	Monthly

QUALIFICATIONS

All companies must possess the following minimum qualifications:

1. Companies must have a minimum 3 year's experience in providing the required types of services. Companies with greater experience will be ranked more favorably over those with less.
1. The company, through its' written proposal submission, must demonstrate their understanding of the required services and functions that the company must provide/perform under the contract that will result from this Request for Information.
2. The company, through its' written proposal submission must demonstrate its' confidence level, commitment of relevant resources to the TOWN OF ARLINGTON and reliability and experience to supply the proper services.

SUBMISSION REQUIREMENTS

Proposers must submit one (1) signed original and three (3) copies each signed, plus an electronic copy of the Technical Proposal with all required information included as well as the Price Proposal. The Technical and Price Proposals must be submitted in separate sealed envelopes bearing on the outside the name and address of the Proposer, addressed to

ALL RESPONSES MUST BE DELIVERED TO:

Domenic Lanzillotti, Director of Purchasing

Town of Arlington

730 Massachusetts Avenue

Town Hall Annex

Arlington, MA 02476

January 29, 2013 2:00 P.M.

The Technical envelope must be labeled:

"Debit and Credit Card On-Line Payment capabilities - Technical Proposal"

The Price envelope must be labeled:

" Debit and Credit Card On-Line Payment capabilities – Price Proposal"

There must be NO price information included in the Technical Proposal portion of your submission.

Complete proposal packages must be received by:

Domenic Lanzillotti

Director of Purchasing, Town Hall Annex
TOWN OF ARLINGTON

All proposers must provide written documentation in their proposal, according to the following requirements, as evidence that they meet the minimum requirements listed under "Qualifications" and further, that their company has the requisite background to perform/provide the particular types of bill printing and mailing services.

Each company desirous of consideration will submit the following:

1. Include a narrative that discusses your company's qualifications that should be considered by the TOWN OF ARLINGTON in reaching a decision.
2. Submit the name and telephone number of the person who will be the main contact from the responders company for any awarded contract.
3. The RFI must include a listing of all management and staffing that will be assigned and/or utilized for this project, indicating the number of individuals who will oversee the contract operations involved.

SECTION V

Evaluation criteria

COMPARATIVE SELECTION CRITERIA-

Each of the following seventeen questions pertains to requirements listed in this R.F.I. These questions will be applied to all Technical Proposals submitted. Most questions will have a possible rating of Highly Advantageous, Advantageous, Satisfactory or Unsatisfactory, the remaining questions will only have a Highly Advantageous or Unsatisfactory The rating for each question will be used to compile a composite rating for each Proposal, to be used in the Selection Process segment of this RFI.

Question #1: Compliance with information requested by this RFI

Highly Advantageous	Proposal has no <u>significant</u> omissions of information requested in the RFI.
Advantageous	Proposal has a limited number of significant omissions.
Satisfactory	Proposal has a substantial number of significant omissions.
Unsatisfactory	Proposal has an Unsatisfactory number of significant omissions.

Question #2: References and Experience

Highly Advantageous	References rate the applicant outstanding.
Advantageous	References rate the applicant good.
Satisfactory	References rate the applicant average.
Unsatisfactory	References rate the applicant poor.

Question #3 All payer financial and or payment information and the application is housed offsite at the vendors location

Highly Advantageous	Vendor has this capability
Advantageous	Vendor has outsourced this requirement to a 3 rd party
Unsatisfactory	Vendor does not have this capability

Question #4 Provide the option for credit card (Visa, MasterCard and Discover) and electronic check (ACH) payments.

Highly Advantageous	Vendor has this capability to provide all three credit card vendors and check payments
Advantageous	Vendor can only provide 2 of the credit card vendors and the check payments
Satisfactory	Vendor can only provide 1 of the credit card vendors and check payments
Unsatisfactory	Vendor does not have this capability

Question #5 Allow customers to schedule payments.

Highly Advantageous	Vendor has this capability
Unsatisfactory	Vendor does not have this capability

Question # 6 Allow for automatic payment.

Highly Advantageous	Vendor has this capability
Unsatisfactory	Vendor does not have this capability

Question # 7 Allow 18 months of billing and payment history.

Highly Advantageous	Vendor has this capability
Advantageous	Vendor has 12 months
Satisfactory	Vendor has 6 months
Unsatisfactory	Vendor does not have this capability

Question # 8 The firm's location to Arlington is the following

Highly Advantageous	Vendor is located within 40 miles of Arlington, MA
Advantageous	Vendor is located within 300 miles of Arlington, MA
Satisfactory	Vendor is located within continental U.S.
Unsatisfactory	Vendor is not located in U.S.

Question # 9 Level of business experience

- | | |
|----------------------------|---|
| Highly Advantageous | Vendor has been in business 10 years or longer |
| Advantageous | Vendor has been in business 5 years or longer |
| Satisfactory | Vendor has been in business 3 year or longer |
| Unsatisfactory | Vendor has been in business less than 1 year |

Question # 10 Allow multiple bills to be paid with a single transaction.

- | | |
|----------------------------|---|
| Highly Advantageous | Vendor can allow an unlimited number of bills to be paid at the same time |
| Advantageous | Vendor can allow a limited number of bills to be paid at the same time |
| Unsatisfactory | Vendor does not have this capability |

Question # 11 Provide a customer response system housed in the customer website enabling the customer to send an email, which will open a ticket in the biller portal.

- | | |
|----------------------------|--------------------------------------|
| Highly Advantageous | Vendor has this capability |
| Unsatisfactory | Vendor does not have this capability |

Question #12 Allow partial payments for real estate and water & sewer according to established business rules..

- | | |
|----------------------------|--------------------------------------|
| Highly Advantageous | Vendor has this capability |
| Unsatisfactory | Vendor does not have this capability |

Question #13 Allow over payments if selected by biller for a specific bill type.

- | | |
|----------------------------|--------------------------------------|
| Highly Advantageous | Vendor has this capability |
| Unsatisfactory | Vendor does not have this capability |

The On-line Debit and Credit Card Review Committee of the TOWN OF ARLINGTON is seeking to hire a company to provide Debit and Credit Card On-Line Payment capabilities. The

successful proposer will be responsible for supplying all related services as required in the specifications outlined below. The successful proposer must supply all labor and materials necessary to properly carryout all of the necessary services.

One contract will be awarded to the one responsive and eligible Proposer who the TOWN OF ARLINGTON determines offers the most advantageous proposal, taking into consideration all evaluation criteria set forth in the RFI., as well as price. The contract that is awarded as a result of this Request for Information will be effective upon completed execution of a contract signed by both the successful Proposer and the appropriate TOWN OF ARLINGTON officials. The contract will be for a period of three (3) years, with an expected commencement date of TBD

EVALUATION CRITERIA-

The TOWN OF ARLINGTON will evaluate all submitted proposals to determine the most advantageous proposal from a responsible and responsive Proposer, taking into consideration price and the criteria and requirements set forth in this Request for Information

In evaluating proposals, the TOWN OF ARLINGTON will consider the following evaluation criteria:

1. The cost of the On-Line Debit and Credit Payment capabilities to the Town of Arlington's bill payers.
2. The individual merits of each responding Proposer. Advantages of any one particular Proposer versus/over other proposers in regard to experience, personnel, services offered, etc.
3. The success and satisfaction rate of the services a proposer provides to municipal clients and other clients in general, as based on references.
4. The overall level at which each proposer meets and can provide for the On-Line Debit and Credit Card Payment capabilities as required by the TOWN OF ARLINGTON, as demonstrated by the ranking each proposal receives as a result of the Comparative Selection Criteria questions.

The TOWN OF ARLINGTON will evaluate all proposals based upon the above criteria and will select the proposal deemed to be in the best interest of the TOWN OF ARLINGTON. The TOWN OF ARLINGTON will not necessarily select the proposal that offers the lowest prices if the other criteria set forth are deemed to be more advantageous to the TOWN OF ARLINGTON than the price.

If the TOWN OF ARLINGTON determines that none of the proposals received is from a viable vendor, or offers a level of services or experience that is in the best interest of the TOWN OF ARLINGTON, in regard to price and required minimum qualifications/specifications, then all proposals will be rejected; this Request for Information will be cancelled and no purchase will be made.

SELECTION PROCESS

As a result of this RFI the TOWN OF ARLINGTON intends to identify a finalist from the proposals received. The On-Line Debit and Credit Card review committee will review all proposals and rate each of the Comparative Selection Criteria questions and assign a composite rating for each proposal. Background checks, requests for additional information and interviews will be performed as needed.

The On-Line Debit and Credit Card Review Committee determines offers the most advantageous proposal, taking into consideration all required qualifications, submission requirements and comparative selection criteria set forth in the RFI as well as price. Emphasis in selecting a firm will be placed on the chosen firm's level of experience, qualifications, experience of personnel to be assigned, overall services offered, on-going success/satisfaction rate of other clients/contracts on similar current and past projects and overall experience within this category of work.

This Request for Information does not commit the TOWN OF ARLINGTON to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for any services of any kind.

In the evaluation of any or all proposals, the TOWN OF ARLINGTON, at its discretion, may obtain technical support from outside sources. The Proposers will agree to fully cooperate with the personnel of such outside sources in the evaluation of their proposal. Failure to cooperate may result in the REJECTION of your bid.

Proposal for –Debit and Credit Card On-Line Payment capabilities

The evaluation process will include each response being reviewed by the On-Line Debit and Credit Card Review Committee. Those responses that meet all of the minimum requirements as outlined in the RFI, and are determined to be both responsive (those that offer all of the services requested in the RFI and contain all of the required information and forms properly completed) and those that are responsible (those with the capability, integrity, and reliability to perform under contract) will be further reviewed using the comparative criteria outlined in this section.

For the purpose of evaluation the maximum number of points that can be awarded to any respondent will be based on the following categories:

Response to the 13 questions	Maximum points = 52
Overall quality of response	Maximum Points = 8
Cost	Maximum Points = 8
Total	Number of Points = 68

Highly Advantageous	= 4 points
Advantageous	= 2 points
Satisfactory	= 1 point
Unsatisfactory	= 0 point

The On-Line-Debit and Credit Card Review Committee will compile a rating for each of the comparative criteria for each of the respondents. The complete score for comparative criteria will be tallied and an average score for each Respondent in the comparative criteria will be determined.

Minimum Evaluation Criteria

Failure to meet the following minimum evaluation criteria may result in rejection of the response.

MINIMUM REQUIREMENTS

In order to be considered for evaluation, the Respondent must meet the minimum requirements. The Respondent must:

1. Be in business or practice of providing the services requested for a minimum of three (3) years.
2. Provide the address for the vendor's main headquarters and any other offices.
3. Submit at least five (5) references, three (3) of who must be municipal or governmental, the remaining two (2) may include corporate, educational or charitable. These references will include names, titles, addresses, email id's and telephone numbers.
4. Clearly identify and describe any pending legal proceeding(s) against your firm or institution or a member of your firm or institution, or any judgments against your firm or institution within the past three years involving malpractice or violations of law. If there are none, please make that statement in your response.
5. Provide a copy of your firm or institution's most recent audited financial statements, credit rating report, and/or any other evidence of the firms or institution's financial position. This will only be opened and reviewed should the review team need to determine the financial capability and stability of the Respondent. If financial statements are not included, some other documentation should be included to help the Town determine financial stability of the Respondent. The reasons for not including financial statements must be clearly stated. The Town reserves the right to ask for additional information if submitted materials are deemed inadequate.
6. The winning responders will be required to establish and maintain a login and password for all users. Responder will maintain data related to payment history.
7. It is required that the winning responder will implement one of the following solutions. In addition, acceptance of Scope of Work by the Town required.
 - a. Develop the payment application for the Town of Arlington.
 - b. Arrange for a third-party to perform the development work related to the payment application.
 - c. Utilize an existing capability within their service to provide an equivalent capability that the Town of Arlington requires.

The applicant must respond to the following items. The response should reflect detailed consideration of the issues and opportunities presented by this RFI. Please repeat each item listed below directly above the response to that item.

1. All responses are to include a statement that the Response is in accordance with this RFI and that the Respondent had read and understands all sections and provisions herein. Exceptions, if any, are to be clearly stated.
2. Provide a brief description and history of your firm or institution, including its size, location(s), organizational structure, and experience in the following categories as appropriate and applicable to your response:

SUBMISSION REQUIREMENTS

Responses must be submitted in a separately sealed envelope, so marked; this envelope will contain separate envelopes for a pricing response and a technical response. Outside envelope should state whether Respondent is issuing responses for all of the elements of the bid or part of the overall bid. The pricing and technical responses will require 4 hard copies and an electronic copy, preferably CD-Read-Only.

ALL RESPONSES MUST BE DELIVERED TO:

Domenic Lanzillotti, Director of Purchasing

Town of Arlington

730 Massachusetts Avenue

Town Hall Annex

Arlington, MA 02476

January 29, 2013 2:00 P.M.

Section VI

Pricing

Responders must submit pricing in accordance with the below instructions. Proposers must submit prices for all years of the contract. The proposed pricing is to cover all work/services required for this project as outlined in the Technical Proposal portion of this R.F.I document. Prices must be all-inclusive, including all costs, fees, charges, expenses, travel, postage, fax and telephone charges, preparation of reports and all meeting attendance if required. No separate fees or costs of any kind will be paid other than the stated prices. Additionally, a detailed breakdown for all the fees that will be charged to the bill payer must be provided.

PRICE ESCALATION CLAUSE

Prices offered by the Responder must be firm and not subject to increase during the term of the contract. Price escalation clauses over and above the total submitted prices are not allowed. Only the total proposed prices will be accepted. Responders cannot insert/include a statement indicating their prices will increase above or beyond their submitted proposed prices due to third party actions or unnamed contingencies. Inclusion of an escalation clause of any kind will result in the REJECTION of the proposal.

*All Price Proposal information must be submitted in a separate sealed envelope. Please refer to the section titled “Submission Requirements”, in the technical portion of this document for full instructions.

Proposed vendors are forewarned to include all costs in the above pricing schedule as only those listed will be honored and remunerated.

I, as the representative of the below indicated company, have read all of the technical/service requirements of this Request for Information and hereby submit the above price proposal as my submission in response to this RFI

Signature of Authorized Agent

Company Name (Please Type)

Printed Name & Title

APPENDIX A

TOWN OF ARLINGTON

CERTIFICATE OF NON COLLUSION

The undersigned certifies under penalties of perjury that this response has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean and natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

FIRM: _____

ADDRESS: _____

SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____

DATE: _____

APPENDIX B

TOWN OF ARLINGTON

STATE TAXES CERTIFICATION CLAUSE

I certify under penalties of perjury that I, to the best of my knowledge and belief, have filed all state tax returns and paid all state taxes under law, I have addressed any tax liability, or I am in the process of setting up a plan to satisfy any tax liability.

Signature of Individual or Corporate Name (Mandatory)

BY: _____
Signature of Corporate Officer

DATE: _____

Social Security Number or Federal Identification #

APPENDIX C

PRICE RESPONSE FORM

The Respondent must provide a price response. The price response shall be complete and indicate the basis for all charges. For example, fees per transaction for Credit Card and check.

Incidental Expenses: Indicate on what basis incidental expenses, if any, will be charged to the Town. Indicate if there will be expenses incurred in acquiring this account and who will bear these expenses.

In evaluating the responses, the Town will seek to assure that a reasonable and equitable fee will be paid for a high quality of service. The selection of any respondent will not be based solely on the lowest price.

You may submit suggestions for additional work that could be performed with the associated costs for this additional work but the core of the requests as outlined and defined in this RFI must all be addressed before any subsequent services will be considered. Conditional responses requiring additional services to be contracted for, above and beyond those services contained in these documents, will not be considered unless the base requirements are offered with no additional obligation on the part of the Town of Arlington.

The Town, however, will not pay for any additional work under this contract without the prior written approval of appropriate Town Officials.

Your signature below acknowledges your understanding of these parameters. The section below must be signed by a person with the authority to commit the price(s) noted.

This form must be included in your response. Failure to do so will result in rejection of the Response. You may, and are encouraged, to add additional text, exhibits, or attachments demonstrating additional support for your price submission

Pricing and/or Fee:

Firm or Institution Name: _____

Authorized Signature: _____

Name: _____

Title: _____

Date: _____